

Sheet 1 of 4Form PTO-1449 U.S. Department of Commerce  
(Rev. 8-88) Patent and Trademark Office

Attorney Docket No.: 0920.70805

Serial No.: 09/706,025

INFORMATION DISCLOSURE CITATION  
(Use several sheets if necessary)

Applicant: Bollinger et al.

Filing Date: November 3, 2000

Group: 2642

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Examiner Initial*	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
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	Technology Marketing Co., "The Uncentered Call Center: Building Distributed Or Virtual Call Centers With CTI And Internet Telephony," published on the world wide web May 1999.

Examiner: *Melanie Tagane*

Date Considered 7/19/04

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	6,011,838	01/04/2000	Cox	—	—	06/06/1997
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CM	Terrence P. McGarty, "The Internet Protocol (IP) and Global Telecommunications Transformation," March 1999.
J	Joseph P. Bailey et al., "Critical Business Decisions for Internet Services," Information Resources Mgmt. Ass. International Conf., 1998.
J	Dr. Lee W. McKnight et al., "Internet Telephony: Costs, Pricing, and Policy," Telecom. Policy Res. Conf., 1997.
	David D. Clark, "A Taxonomy of Internet Telephony Applications," Internet Telephony Consortium, Massachusetts Institute of Technology, believed published circa 1998.

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*Melanie Jagan*

Date Considered

7/19/04

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Examiner

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